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SUBJECT: Arizona Job Connections System – Youth Programs		ADDENDA: AJC_ajl_user_guide_service_link v12

Policy

The youth program staff conduct Workforce Investment Act (WIA) eligibility determinations on applicants (14-21), and enter the data into the Arizona Job Connection (AJC) system. The AJC tracks eligibility determination, registration, service and training components that are provided to eligible participants.

The following guidelines for entry of information into the AJC System establish uniformity and consistency in reporting requirements, and data entry time frames to ensure MWC Youth Program data accurately reflects operations, activities, services and performance outcomes.

Common Intake

The purpose of common intake is to glean basic information from the youth during the registration process. The information inputted during common intake automatically populates WIA youth applications. Information gathered during common intake does not need to be verified. Verification only occurs during the youth application/eligibility process.

Eligibility

The youth program staff shall complete the information required and verify eligibility documents on the AJC Youth Application for Registration screen. AJC does not track the ratio of economically disadvantaged youth compared to the total number of youth enrolled. All non-low income youth participants shall be counted in the 5% window category at the end of each month utilizing the attached form.

Youth Application

The youth application process determines and verifies the eligibility on individuals for the WIA Youth Program. Youth providers must verify all necessary information using the latest DES guidance letters. A signed application and all necessary documentation for eligibility must be in the hard copy case file prior to entering the youth in program activities.

The application date is the date that the eligibility process begins. The application must be completed within 15 business days.

Case Notes

The purpose of case notes is to tell the story of the client's participation in the program, which starts with the enrollment process. The first case notes should describe the client's situation/suitability, and why they are enrolling into the program. See Case Notes policy for more guidance.

Personal Information: The Ethnicity & Race field is a required field; but if the Youth does not want to disclose their Ethnicity or Race they have an option not to provide the information.

If the Disability Field is marked "yes", and proper verification is provided, the Client would be eligible to be considered a "family of one" for income eligibility purposes. A disabled youth, whose family does not meet income criteria, is considered low income, if the individual's own income, separated from the household's, meets the income eligibility guidelines. Documentation for all household members & their income must be documented in the case file (to show family does not meet income criteria and the youth does meet the criteria). **Medical or behavioral health records must be kept in a sealed envelope separate from the participant file, in a locked cabinet.**

Selective Service Registration Information: Verification must be obtained if the applicant is male and they are 18 or older. The "Exempted" option may NOT be selected for the males over the age of 17.

Veteran Information: A person who (a) served on active duty for a period of more than 180 days and was discharged/released with other than a dishonorable discharge, (b) was discharged/released from active duty because of a service-connected disability, (c) as a member of a reserve component or national guard unit under an order to active duty, served on active duty for any length of time during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged/released from such duty with other than dishonorable discharge. See Priority of Service for Veterans and Eligible Spouses policy for more information.

Employment Information: If the youth discloses that he or she is currently working, the current or most recent hourly rate must be entered.

Education information: The Highest Grade completed is the last completed grade, i.e. the entire grade is completed. It is not the grade the participant dropped out of or currently attending. The School Status is determined at the time of enrollment and prior to the first WIA funded service and training plan. Youth on summer break who are still enrolled in a school are considered to be In-School.

Barrier Information: In order for a youth to be eligible for WIA youth services, he or she must be low-income and have a barrier noted and verified. *If the Limited Reading, speaking, writing or understanding of English and is English a second language is checked yes, the system will automatically set Basic Skills Deficiency to "yes".* Basic Skills Deficient is defined as English, reading, writing or computing skills are at or below the 8.9 level from an accepted standardized test. If youth is basic skills deficient, basic skills must be one of the barriers. You may enter as many barriers as necessary; however, the barrier used for establishing eligibility must be identified in the enrollment case note along with documentation used to verify.

Public Assistance Information/Income Information: If the youth is living in a household that receives public assistance, and the youth is listed on the grant, the youth is considered low-income. Public assistance is excluded income and should not be counted in AJC as family income.

WIA Participation

The Participation Date is the date of the first WIA funded service and training plan. The first service and training plan for youth must be Objective Assessment.

Participation enters an individual into an Agency's Case Load and into WIA Performance and/or Common Measures Employment & Education Status may be different than at the time of application; therefore, please ensure this information reflects the status at the PARTICIPATION DATE. This Education Status field will determine In or Out of School Status for Contract and Performance purposes.

The first WIA funded service and training plan is *Objective Assessment*. The second service and training plan should be the Individual Service Strategy (ISS) using the results of the assessments from Objective Assessment. Youth staff can then start Service and Training Plans as they occur in real time. The ISS cannot be the only service and training plan open for more than 60 consecutive days.

Please note that Service and Training Plan start dates cannot occur prior to the eligibility date. Service and Training Plan start date should be the same as or after the original participation date. Projected begin and end dates can be changed throughout participation in a service and training plan. Actual begin and end dates cannot be changed without administrator assistance. Be careful to reflect accurate information when opening and closing service and training plans.

Outcomes

The Program Outcome screen is to be used if outcome information is known. Some outcomes can be attained during participation before the end of the quarter indicated. A program outcome must be recorded by the end of the quarter indicated.

Program Exit

An exit is system generated. Generation of an exit is linked to two factors: 1) The closures of all AJC Service and Training Plans; 2) when the participant does not receive a WIA funded services or a partner program for 90 consecutive calendar days. The date of exit is applied retroactively to the last day of service.

Follow Up Services

Follow up services must be entered into the service and training plan within 45 days of the system exit. Hard copy documentation **MUST** be in the file to support and explain the exit. Please refer to the Follow-Up Services policy for more information.

AJC Help Desk Process

To protect the integrity of the data entered into Arizona Job Connection (AJC), the ability for staff to make changes and revisions to previously saved and validated data is controlled through access privileges. The Department of Economic Security/Employment Administration (DES/EA) has approved and grants access for local administrative privileges to a very limited number of staff in local workforce investment areas in order to make minor revisions and changes. Other changes that may impact federal reporting requirements, including performance validation, require the approval and intervention of the Employment Administration Help Desk and the appropriate DES/EA policy staff.

Maricopa Workforce Connections is responsible for assisting with troubleshooting and solving issues experienced by users of the AJC system.

Requests for changes of data or reporting of AJC issues must be communicated by email to MWC and shall include the participant's AJC Part ID, first name, last name and a clear description of the change to be made or issue experience. These requests must be forwarded to MWC who will respond to the initiator on outcome of the request or to gather additional details necessary for processing the request.